

ARIZONA STATE VETERINARY MEDICAL EXAMINING BOARD
1740 W. ADAMS ST., SUITE 4600, PHOENIX, ARIZONA 85007
PHONE (602) 364-1PET (1738) FAX (602) 364-1039
VETBOARD.AZ.GOV

COMPLAINT INVESTIGATION FORM

If there is an issue with more than one veterinarian please file a separate Complaint Investigation Form for each veterinarian

PLEASE PRINT OR TYPE

FOR OFFICE USE ONLY

Date Received: March 13, 2019 Case Number: 19-63

A. THIS COMPLAINT IS FILED AGAINST THE FOLLOWING:

Name of Veterinarian/CVT: Dr. Jordan Gesimondo
Premise Name: Beardsley Animal Hospital
Premise Address: 20210 N 59th Ave. #C101
City: Glendale State: AZ Zip Code: 85308
Telephone: (623) 376-6375

B. INFORMATION REGARDING THE INDIVIDUAL FILING COMPLAINT*:

Name: Buddy W Reyes
Address: [REDACTED]
City: [REDACTED] State: [REDACTED] Zip Code: [REDACTED]
Home Telephone: [REDACTED] Cell Telephone: [REDACTED]

RECEIVED

MAR 13 2019

*STATE LAW REQUIRES WE HAVE TO DISCLOSE YOUR NAME UNLESS WE CAN SHOW THAT DISCLOSURE WILL RESULT IN SUBSTANTIAL HARM TO YOU, SOMEONE ELSE OR THE PUBLIC PER A.R.S. § 41-1010. IF YOU HAVE REASON TO BELIEVE THAT SUBSTANTIAL HARM WILL RESULT IN DISCLOSURE OF YOUR NAME PLEASE PROVIDE COPIES OF RESTRAINING ORDERS OR OTHER DOCUMENTATION.

C. PATIENT INFORMATION (1):

Name: Wilson
Breed/Species: Jack Russel Terrier
Age: 14 yrs 4 mos Sex: M Color: White/Brown Spots

PATIENT INFORMATION (2):

Name: _____
Breed/Species: _____
Age: _____ Sex: _____ Color: _____

D. VETERINARIANS WHO HAVE PROVIDED CARE TO THIS PET FOR THIS ISSUE:

Please provide the name, address and phone number for each veterinarian.

Dr. Jordan Gesimondo and Dr. Tyler Padgett
Beardsley Animal Hospital
20210 N 59th Ave. #C101
Glendale, AZ 85308
(623) 376-6375

E. WITNESS INFORMATION:

Please provide the name, address and phone number of each witness that has direct knowledge regarding this case.

Technician with initials "sh" and Receptionist (name unknown)
Beardsley Animal Hospital
20210 N 59th Ave. #C101
Glendale, AZ 85308
(623) 376-6375

Attestation of Person Requesting Investigation

By signing this form, I declare that the information contained herein is true and accurate to the best of my knowledge. Further, I authorize the release of any and all medical records or information necessary to complete the investigation of this case.

Signature: Buddy Rye

Date: 3-11-19

F. ALLEGATIONS and/or CONCERNS:

Please provide all information that you feel is relevant to the complaint. This portion must be either typewritten or clearly printed in ink.

When we decided to have our pet "Wilson" euthanized we did so with the expectation that the procedure be a peaceful and humane way for him to be put to rest – not cause any further pain or suffering – we expected the last day and moments of his life to be tranquil, void of anxiety, void of additional pain.

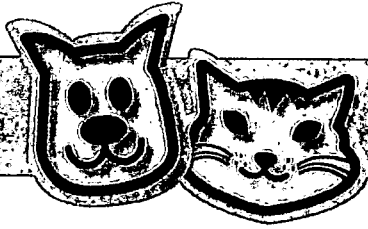
On January 25, 2019, I took Wilson to the Beardsley Animal Hospital to be put to rest. Before Wilson was euthanized I carried him to the operating area and laid him on a table that the staff was standing next to. Dr. Jordan Gesimondo was holding an electrical razor but no guide was attached to the sharp metal cutting edge. I told them I wanted to stay and help but they refused my offer and asked me to wait in an exam room while they inserted a catheter in his leg. They said that they would insert a catheter to allow for easy intravenous injection of the euthanizing drug that would put Wilson to rest. I assumed that the staff would use methods to eliminate pain and discomfort. However after leaving Wilson in the hands of the staff I heard Wilson howl out in pain and obvious discomfort so loud that I heard the sounds two rooms away, as did the receptionist, who was even farther away. She quickly rushed down the hall to the room where the procedure was taking place – as she passed by the room I was in (the door was open) I could see the shock on her face – she was not expecting me to hear the agonizing sound coming from the room where the staff was shaving and inserting a catheter in Wilson's leg.

After the catheter procedure was complete Dr. Padgett brought Wilson to me – he was spent, however moments before he was still able to slowly walk about, curiously sniffing the scent of other dogs in the waiting room. He said that he was not sedated so I assume that he was spent because the catheter procedure was too much for him to take. He said he would inject the euthanizing drug when I was ready, I said now – I wanted him to be euthanized without delay after what he had been through.

I submit that the procedure Beardsley Animal Hospital used was flawed and not in keeping with any reasonable expectations for humanely euthanizing my pet Wilson, any pet. I also submit that the flawed procedures were not consistent with Beardsley Animal Hospital's "WOW Promise" that is touted on its website (<http://www.beardsleyah.com/wow-promise>).

There was no need for the staff to shave Wilson's leg raw, hair removal was necessary but a guide should have been attached to the electric razor to prevent chafing of skin, rather than using the sharp/bare metal cutter. Furthermore, there was no need to apply alcohol to the shaved area knowing that the potential for infection was not a concern following euthanizing. If the staff anticipated that Wilson was going to be under distress from the catheter installation they should have thought to use an anesthetic and I should have been consulted beforehand.

I was hoping that Beardsley Animal Hospital, in keeping with their WOW promise, would have offered to refund my money and provided me with a formal apology without prompting – they have not done so therefore I am formally asking for a refund and apology nevertheless. I am also asking Beardsley Animal Hospital to promise me that they will change their procedures to prevent a similar occurrence in the future.



BEARDSLEY ANIMAL HOSPITAL

March 17, 2019

AZ State Veterinary Medical Examining Board
1740 W. Adams St., Ste 4600
Phoenix, AZ 85007

Received
3/21/19
VIA EMAIL

To whom it may concern:

I am writing in regard to case number 19-63. I was not present at Beardsley Animal Hospital on January 25, 2019. I have not had contact with this patient or client, on that day or prior to that day.

Sincerely,

Jordan Gesimondo DVM

Jordan Gesimondo, DVM



ARIZONA STATE VETERINARY MEDICAL EXAMINING BOARD

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VETBOARD.AZ.GOV

INVESTIGATIVE COMMITTEE REPORT

TO: Arizona Veterinary Medical Examining Board

FROM: AM Investigative Committee: Robert Kritsberg, DVM - Chair
Christina Tran, DVM
Mary Williams
Carolyn Ratajack
Jarrod Butler, DVM

STAFF PRESENT: Tracy A. Riendeau, CVT – Investigations
Dawn Halbrook, Compliance Specialist
Victoria Whitmore, Executive Director
Sunita Krishna, Assistant Attorney General

RE: Case: 19-63
Complainant(s): Buddy Reyes
Respondent(s): Jordon Gesimondo, D.V.M. (License: 6387)

SUMMARY:

Complaint Received at Board Office: 3/13/19
Committee Discussion: 5/7/19
Board IIR: 6/19/19

APPLICABLE STATUTES AND RULES:

Laws as Amended August 2018
(Lime Green); Rules as Revised September
2013 (Yellow).

On January 25, 2019, "Wilson," a 14+-year-old male Jack Russell Terrier was presented to Beardsley Animal Hospital for euthanasia. While placing the IV catheter, the dog vocalized and Complainant was concerned the dog was in pain or discomfort.

Complainant was noticed and appeared.

Respondent was noticed and was available telephonically. Attorney David Stoll appeared.

The Committee reviewed medical records, testimony, and other documentation as described below:

- Complainant(s) narrative: *Buddy Reyes*
- Respondent(s) narrative/medical record: *Jordon Gesimondo, DVM*
- Consulting Veterinarian(s) narrative/medical record: *Tyler Padgett, DVM*

PROPOSED 'FINDINGS of FACT':

1. On January 25, 2019, the dog was presented to Beardsley Animal Hospital for euthanasia. Complainant carried the dog to the treatment area and was asked to wait in the exam room while technical staff inserted an IV catheter to allow for easy IV administration of the euthanasia solution. During the procedure of placing the IV catheter, the dog vocalized. According to Complainant, this concerned reception staff to the point where they went to the treatment area to see what was going on. After the catheter was placed, the dog was brought back to Complainant in the exam room.
2. Dr. Padgett entered the exam room and humanely euthanized the dog. No discussion of the dog vocalizing occurred. A sympathy card was sent to Complainant a few days later.
3. On February 8, 2019, Dr. Padgett stated he received a letter from Complainant expressing concern over the dog vocalizing and requested a call from the doctor. At that time, Dr. Padgett was under the impression that the dog yelped while alcohol was placed on the vein after the area for the catheter was shaved. However, after reviewing the video, it appeared the dog vocalized while placing tape on the leg to hold the catheter in place. Video available.
4. On February 28, 2019, Complainant sent another letter requesting a refund and a written apology or further action would be taken. Complainant's complaints and the refund check issued by Beardsley Animal Hospital must have crossed in the mail.
5. Dr. Gesimondo did not see the patient or have communications with Complainant. He is not the responsible veterinarian for the premise.

COMMITTEE DISCUSSION:

The Committee discussed Dr. Gesimondo had no involvement in this matter.

COMMITTEE'S PROPOSED CONCLUSIONS of LAW:

The Committee concluded that no violations of the *Veterinary Practice Act* occurred.

COMMITTEE'S RECOMMENDED DISPOSITION:

Motion: It was moved and seconded the Board:

Dismiss this issue with no violation.

Vote: The motion was approved with a vote of 5 to 0.

The information contained in this report was obtained from the case file, which includes the complaint, the respondent's response, any consulting veterinarian or witness input, and any other sources used to gather information for the investigation.